

Annual Report 2018

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Front cover: Residents enjoying a hike in the spectacular Highlands

Our People

The Executive Team



Martin Nadin OBE Chief Executive



George Corbett Depute Chief Executive / Property Services Manager Services Manager



Susan Duthie Company Secretary



Susie Hamilton Head of External Relations



Sarah McKellar Office Administrator



Alison McQuillan Manager, Rosendael and Head of Quality and Innovation



Kirsty Smeaton-Brown Manager, Whitefoord House



Pauline McHugh Manager, Bellrock Close

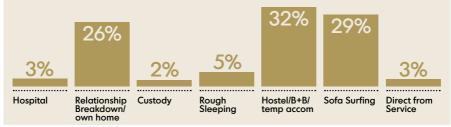


YEARS SERVICE



18-30 31-40 41-50 51-60 61-70 70+

PREVIOUS HOUSING SITUATION





Number of residents taking up education or training

34

827 Hours of in-house counselling provided





Number of residents taking up volunteering



22 Number of residents taking up employment

66 Residents moved

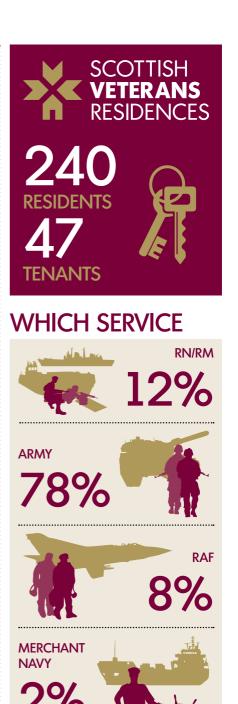
on into tenancies / supported housing

205 Number of benefit claims assisted

24

Number of AFCS/War Pension claims assisted





Chairman's Introduction



On behalf of the Trustees I am pleased to submit the 2018 Annual Report for Scottish Veterans' Residences (SVR) and Scottish Veterans Housing Association (SVHA).

It has been a busy and challenging year for SVR. Within the day to day limits of our available accommodation. the number of Veterans seeking to access our services has remained steady. Our supported accommodation at Rosendael has maintained its VERY GOOD ratings with the Care Inspectorate. I am also very pleased to report that both Whitefoord House and Bellrock Close are graded as GOOD with some elements graded VERY GOOD. This is due to the endeavour and commitment of the staff who work so very hard to deliver exceptional support to our residents. This commitment is reflected in the positive outcomes achieved by a residents. In 2018, 66 residents moved on to take up their own tenancies or supported housing; 34 entered education or training, and 22 were able to take up employment.

The environment in which SVR operates and supports the activities of SVHA is changing. Following the withdrawal of the UK Government's proposals to devolve funding for supported housing to local authorities, we have at least a degree of mid-term financial certainty for the housing service. However, the governance of charities is rightly attracting greater scrutiny, and the Scottish Housing Regulator has published a new regulatory framework, with which SVHA will have to comply. Partly in recognition of this but also to develop greater strategic resilience, the Trustees in conjunction with SVHA's Committee of Management, have decided to seek regulatory approval to combine the 2 organisations into a single charitable entity with a single Governing Body.

I am certain that it remains necessary for SVR to continue to provide support to those Veterans and former members of the Merchant Navy who are in need. After detailed consideration the proposed organisational changes are judged to be timely. They will equip our service for the future, allowing it to be developed in response to the needs of those we seek to help.

Chairman's Introduction

I must publicly acknowledge that after nearly 5 years in post, the Chief Executive, Group Captain (Retired) Phil Cox decided to retire from the post. I am very grateful to Phil for all his hard work during his time as Chief Executive and wish him the best of luck for his new business venture. Phil was replaced by Brigadier (Retired) Martin Nadin OBE at the end of September 2018. Martin has settled in quickly and is driving forward work on Governance, longer term strategy and refreshing our policies. I must also acknowledge that Ms Emily Pelham Burn, retired from The Committee of Management in June 2018, after 8 years' of service and thank her for her dedication and commitment to the Residents during this period. Emily of course maintained the family link with the organisation to Charles Pelham Burn, who co-founded Scottish Veterans Residences in 1910.

I commend this report to you.

Brigadier (Retired) George Lowder MBE Chairman of the Trustees



SVR is proud to be a member of the Cobseo Housing Cluster which was awarded the Forces in Mind Trust Working Together Award In recognition of a person, team or organisation that has demonstrated an enduring commitment and collaborative approach to supporting the sector within the wider community

Chief Executive's Report



This is my first report as Chief Executive. I took over from Group Captain Phil Cox at the end of September 2018. It is a pleasure to pay tribute to him for his hard work over the previous 5 years and his determination to deliver the best service for the Veterans whom we support.

Scottish Veterans' Residences (SVR) underpins the work of our operational arm, the Scottish Veterans' Housing Association (SVHA). It provides the additional funding we require to deliver support to individual veterans. This includes home starter kits for residents moving on to their own tenancies, hardship grants for those on the lowest incomes, and therapeutic counselling for those with mental health needs. Such grants make a significant difference to the quality of life of our residents.

Throughout the year, we were able to undertake infrastructure, facility and service improvements thanks to the generosity of a number of institutions and individuals. In particular this year:

The Queen Mary's Roehampton Trust, the Queensberry House Trust, and the Merchant Navy Welfare Board all made very generous donations that enabled the purchase of new carpets for Whitefoord House, our Edinburgh Residence;



Former Chief Executive Phil Cox helps Anette Miller celebrate 30 years as a staff member at Whitefoord House

Glasgow City Council Area Partnerships provided a significant grant that has allowed the Art Club at Bellrock Close, our Glasgow Residence, to grow and develop;

The Scott Eredine Charitable Trust and the Royal Caledonian Charities Trust generously supported our Healthy Lives Programme, which enabled groups of residents from all 3 Residences, to undertake challenging outdoor activities in the Scottish Highlands;

Chief Executive's Report

The conversion of the Whitefoord House Lodge was partly funded through generous support from BlackRock UK;

A grant from the Scottish Veterans Fund enabled us to provide cookery lessons for Bellrock Close residents; and

The Northwood Charitable Trust provided a substantial grant that assisted with the upkeep of Rosendael, our Dundee Residence.

Our residents also benefitted from the generosity of small groups and individuals. We received fantastic support from Legion Scotland, especially the Women's Sections that donated nearly £11,000 from 19 branches. I must also mention Sue Bomphray, one of the SVHA Committee of Management Members, who walked the West Highland Way, and supported by her employer, Barclays, raised £3000.

I have taken over as Chief Executive at a time of significant organisational change. During their final Board Meeting of 2018, the SVR Trustees, with the agreement and support of the SVHA Committee of Management, confirmed their intention to seek regulatory consent to bring SVR and SVHA together as a single charitable entity. This is a very positive move. It will enhance governance and strengthen organisational resilience, whilst allowing the charity to continue to achieve its objects more effectively and efficiently. I and the Head Office staff will work with the appropriate Regulators and our legal team to ensure the transition is seamless. and conforms to the statutory and regulatory requirements without affecting the standard of our services. We expect, subject to receiving the final approval from the Trustees and the Committee of Management, the merger to be have been completed by the middle of 2019.

One of the factors that attracted me to apply for the role of Chief Executive was the opportunity to work in an organisation that delivers such beneficial support to those that have served their country. I have witnessed at first-hand the improvements the charity makes to our residents' quality of life and I am now very proud and privileged to lead it. On behalf of all our residents, I thank all the institutions, trusts and individuals that have donated to our charity in 2018. You have made a difference.

Brigadier (Retired) Martin Nadin OBE

David's Story

David (63) is a former soldier who served in the Royal Regiment of Wales and the Royal Military Police. During his 11 year Army career he served in Berlin and was also attached to NATO in Rheindahlen for two years.

On leaving the Army David went on to work in security, but alcohol misuse led to a decline in his health and ultimately the breakdown of his marriage and family relationships. He was evicted from his home and resorted to sleeping rough. Heavily in debt, he left everything behind in Crawley, Sussex and took a train to London where passers-by found him unconscious in a park. He woke up in St Thomas's Hospital where he was put into contact with the London-based charity Veterans Aid, with which SVR has an alliance. When he left hospital Veterans Aid found him temporary accommodation, first in London then back in Crawley.



David (R) with his support worker Andy

David's Story

In August 2018 his Veterans Aid keyworker asked if David wanted to try moving to Rosendael in Dundee and arranged for a train ticket and accommodation at Dundee's Apex hotel when he arrived. This is when things started to change for David.

"I had two pints in the hotel bar that night" he says, "and I haven't touched a drop since. I don't know why but I don't miss it'. His support workers at Rosendael helped David to deal with his debts, Personal Independence Payments and Universal Credit. He takes part in outings and uses the local swimming pool and has started attending a monthly Veterans Breakfast Club David felt that he fitted in right away and was able to start enjoying life again. "It was the best thing Veterans Aid could have done, sending me to Rosendael. It's like an all-inclusive five star hotel.

"Rosendael saved my life, I would be dead had I not come here. Now my mind is back to normal and my life is based on logic. I am content, totally content."

The change was remarked upon by David's Veterans Aid's keyworker when he called in to say 'hello and thank you' on his way back home to Rosendael after a visit.

"There was no mistaking the booming Welsh voice that greeted me. Although the voice was familiar, the man I saw in front of me was unrecognisable from the one who walked through the doors of Veterans Aid a year ago.

"When he first came to came to our attention, via a homeless day centre in Crawley, David was drinking daily and sleeping rough. After putting him up him in a local hotel and kitting him out with new clothes we set about sourcing long term accommodation for him.

"Rosendael seemed the obvious choice for David, and my subsequent conversation with him confirmed this. When I asked David if he was happy where he was now, he said, 'Happy doesn't even come close'. He was clearly moved when we talked about

how far he had come from sleeping on the steps of the day centre in Crawley to the life he has now."



William's Story

William lived at Rosendael for 6 months after leaving the Army and now has a new job, a new home and a new life in Dundee.

When William (23) left the Army in October 2018 he didn't feel that going back home was an option for him. A part of his discharge routine his regiment's Welfare Team checked if he had housing in place and when it became clear that he did not, they contacted SVR and arranged to bring him to Rosendael. At first he felt a little intimidated being in a new place but soon connected with some of the other residents. He found the support staff very approachable, helpful and "doing a great job" for residents.

Within a few months William had settled in, started playing rugby in Broughty Ferry and began to feel ready to move on to a more independent life. He saw a job advertised with Scott Bothers, a local butcher's business that is also a supplier to Rosendael and was coincidentally owned by the father of a team mate. He sent in his CV and was delighted to be offered the position the day after his interview.

With employment secured it was a good time for William to move into his own home. SVR and Hillcrest Housing Association have strong links and William was able to get a secure tenancy with Hillcrest with the help of Rosendael staff. He received assistance from SSAFA and his employer to get his flat furnished and supplied with white goods and is now settled in to a great flat, just around the corner from his workplace. He still has contact with his keyworker from Rosendael who pops in from time to time to provide a bit of support as William is finding his feet.

William feels like the future looks good to him now, he has a job, a home and some options. He does not know what he would have done if he had not come to SVR and received help and support from the team at Rosendael.

He would advise anyone in the same situation as him that help is available if they need it: "the work done at Rosendael is fantastic", he says "I couldn't imagine a place like it".

Poem

A poem by resident Mark McLaughan about arriving at Rosendael.

Wooden smell and warm inside medals glissen displayed with pricke, welcomed feeling a braw place the bicke where you can socialize or just plain hide. Old boys and young there's things to do to help you feel a bit less blue doesn't matter where yir from the staff are nice and help you get along, you don't have to be lovely or go it alone with the workers and boys at last your home, so thanks to the poppies and help for heros and the hands that keep the bank above zero, before were lost day passes inside were a little more bright Mark M'hayghan

World War One Centenary

All three of our residences marked the centenary of the end of the First World War with moving tributes.

Bellrock Close and Rosendael both received silhouettes from the 'There But Not There' project which were featured in their commemorative activities. The occasion inspired some wonderful creativity from our residents who very much wanted to make their own tributes to the thousands of fallen and those whose lives were changed forever by the First World War.

Rosendael residents created a beautiful poppy arch and garden where a remembrance event was held, attended by the Lord Provost of Dundee.

Bellrock Close residents produced a dramatic cascade of poppies in the atrium and the art club were inspired



Proud residents and staff with the poppy pillars at Whitefoord House.

to create remembrance work in many media.

Whitefoord House residents made artwork and a poppy cascade for the lounge and a poppy installation around the main door pillars.



The Armistice event at Bellrock Close. L-R: the Poppy cascade, the tea party, a tribute by the art club

World War One Centenary







The Armistice event at Rosendael. Top to bottom: making poppies, the Remembrance event, the Poppy Arch The poppy tributes at Whitefoord House. the Art Club making poppies, the Poppy cascade, the Poppy pillars.

Visits and Events



In April we were delighted to welcome Keith Brown MSP (the formerScottish Veterans Minister) to Whitefoord House to announce the award of a grant from the Scottish Veterans Fund for cookery classes for our residents.



Chairman of Cobseo General Sir John McColl KCB CBE DSO meets residents during a visit in November



Bill Bowman MSP visiting Rosendael



Scottish Veterans Minister Graeme Dey MSP meets residents at Whitefoord House during a visit.



The sun shines on Bellrock's Summer BBQ attended by the Lord Provost of Glasgow

Activities



Cooking classes taking place at Bellrock Close thanks to the Scottish Veterans Fund



Allen Clarke who runs the Bellrock Close Art Club meeting the Rt Hon Lord Provost of Glasgow, Councillor Eva Bollander



Tending the tomatoes in the greenhouse at Rosendael



Residents enjoying a visit to a driving range



Residents and staff meeting Ruth Davidson MSP after touring the Scottish Parliament

Activities



Residents enjoying the Garden Party at Buckingham Palace thanks to the Not Forgotten Association



Outdoor Activities weeks were introduced in 2018. Our residents have really benefitted from the challenge, fun, friendship and variable Scottish weather while undertaking a week of activities based at Gulabin Lodge in Glenshee. It has been a great success and more weeks have been planned for 2019.

Fundraising and Support

A heartfelt thank you to all our supporters and donors whose generosity makes an enormous difference to the lives of our veterans



Committee of Management Member Sue Bomphray (3rd from right) and friends completed the gruelling West Highland Way, raising \pm 3000 with the support of her employer Barclays UK.



The Legion Riders Branch rode in to Whitefoord House for brunch and to donate a fantastic \pounds 480.



SVR staff judging the Army's Outreach Team Scotland's Mo' Vember attempts. They raised $\pm 155.20!$

Fundraising and Support

Thankyou to the huge number of funders listed below who, along with many generous individual donors, make such a difference to the lives of our residents. On behalf of our veterans we also thank the many Regimental and Service Associations who give gifts to our residents at Christmas.

Addison Smith/ Ewart Charitable Trust Army Outreach Team Scotland Association of Wrens Edinburgh and District Branch BlackRock UK Captain's Bar, Edinburgh Dundee and Angus Veterans Support Group Glasgow City Council Area Partnerships Lodge Canongate Kilwinning No 2 Merchant Navy Welfare Board Mr W Land Mrs C G Dunnachie's Charitable Trust Northwood Charitable Trust Queen Mary's Roehampton Trust **RBLS Bucksburn Branch RBLS** Duns Branch **RBLS** Peebles Branch **RBLS** Prestonpans Branch **RBLS Riders Branch RBLS St Boswells Branch RBLS** Usit Branch **RBLS Women's Section Arbroath Branch RBLS Women's Section Coldstream Branch RBLS Women's Section Dingwall Branch RBLS Women's Section Ellon Branch RBLS Women's Section Forfar Branch RBLS** Women's Section Glenrothes Branch **RBLS Women's Section Montrose Branch RBLS Women's Section Oldmachar Branch**

RBLS Women's Section Oldmeldrum Branch **RBLS Women's Section Stonehaven Branch** RBLS Women's Section Turriff & District Branch Roval Naval Association Rosyth and West Fife Branch Scotland's Gardens - Logie House The Black Watch Association The Broughton Charitable Trust The Estate of Emily Irving The Estate of Margaret Isobel Miller The Estate of Mrs A Oliver The Fife and Forfar Yeomanry Benevolent Fund The Gordon Highlanders Association The London Scottish Regiment Regimental Charity The Martin Connell Charitable Trust The Netherdale Trust The Queensberry House Trust The Royal Caledonian Charities Trust The Royal Scots Dragoon Guards Regimental Trust The Royal Signals Benevolent Fund The Samuel Storey Family Charitable Trust The Scots Guards Charitable Trust The Scotsmans Lounae, Edinburah The Scott Eredine Charitable Trust The Scottish Veterans Fund The St Katharine's Fund

For the year to 31 December 2018

The Committee of Management presents their Annual Report and audited Financial Statements for the year ended 31 December 2018.

Activities

The Association is solely and particularly concerned with the management and operation of 3 housing support services; Rosendael in Dundee, Whitefoord House in Edinburgh and Bellrock Close in Glasgow, and the provision of 45 affordable rented houses and flats in the same 3 cities. The Association is also responsible for developing a implementing a strategy to assist with the future housing needs of the vulnerable ex-service/merchant personnel.

Review Of Operations

The Association has had a change in leadership. Group Captain (Retired) Phil Cox retired after 5 years as Chief Executive and Brigadier (Retired) Martin Nadin OBE took over as Chief Executive of both Scottish Veterans' Residences (SVR) and Scottish Veterans' Housing Association (SVHA) in September 2018. It has been an extremely busy and challenging year for the Association. Considerable time was spent on contingency planning for UK Government proposed changes to the way housing support services are funded. The Association responded in detail to the consultation and was relieved that the proposals were not taken forward which allowed attention to return to the short, medium and long term strategy for the organisation.

For the first time the Association was required to tender for the 'homeless accommodation with support' contract for City of Edinburgh Council which is worth approximately £106k per annum. The Association submitted an extremely high quality tender and was able to demonstrate the breadth of partners it works with to deliver a comprehensive support package for veterans. The Association has been informed that it has been accepted onto the council's framework

although confirmation of the level of funding drawdown is not expected before May 2019.

In terms of accommodation, the mainstream tenancies have been at full occupancy. There has been a continued high demand for the housing support services with 240 veterans using the accommodation and support during 2018 (2017: 259). Rosendael and Bellrock Close have had high occupancy levels across the year. Whitefoord House occupancy levels were less than target, due in part, to the decision upgrade a number of rooms during the year, which were not therefore available to let. The Voids & Allocations Officers have contact with around 700 different individuals and agencies on a weekly basis to make them aware of the vacancies and services offered by the Association. They are now receiving referrals and contacts as a Trusted Partner of the Veterans



Residents enjoying archery with the Royal Company of Archers

Gateway, which went live last year.

In addition to the housing support services offered to veterans in the residences, a wide range of exciting activities and opportunities has been offered during the year. A new veteran-led art club, funded by a grant from Glasgow City Council, is proving to be extremely popular at Bellrock Close and has attracted much positive media attention. The Scottish Veterans Fund granted funding for residents to undertake training in household cooking, which has been well received by residents and will hopefully continue. Residents again had the opportunity to attend Buckingham Palace as guests of the Not Forgotten Association, and the sites all held or participated in local Armed Forces Day Events. In November, the centenary of the signing of the Armistice was marked at all three sites with moving and poignant art installations. Bellrock Close and Rosendael incorporated silhouettes from the 'There But Not There' project at their Remembrance events. A number of veterans were supported to attend an outdoor activities week in Glenshee, providing a tremendous opportunity for confidence buildina, camaraderie

and peer to peer support.

It was a relatively light year in terms of infrastructure development, due in part to the uncertainty of future funding referenced earlier. Work was undertaken to bring a number of rooms up to a higher standard at Whitefoord House and prepare the site for the successful renewal of its House of Multiple Occupancy licence. Phase 2 of the communal flooring project was fully funded and completed during the year thanks to generous dongtions received from Queen Mary's Roehampton Trust, the Merchant Navy Welfare Board and the Queensberry House Trust. Additional office space was created with the conversion of the Old Gatehouse at Whitefoord House. thanks to financial support from BlackRock UK An office was created for the housing and support staff giving the residents more immediacy of access to the staff The Association also undertook over $\neq 30k$ of works to adapt flats for tenants to help them manage more easily with their disabilities.

Whitefoord House and Rosendael were inspected by the Care Inspectorate in July 2018 and

received 3 VERY GOOD Grades and 2 GOOD Grades across the areas inspected. Bellrock Close was last inspected in 2017 and also received a VERY GOOD Grade and 2 GOOD Grades. Further to last year's report, the Better Futures Outcome Monitoring System (which is recognised in Scotland as the best tool for measuring outcomes for those in housing support services) has been rolled out to all the residences and every resident has a support plan on the system.



Building confidence on the rope course at Glenshee

Key Performance Indicators*

The Association reports on its performance against a series of indicators defined in the Scottish Social Housing Charter. The percentage of residents and tenants satisfied with the overall service is 847% and 792% for value for money. These results are down on the previous years and this is partly due to residents transitioning more auickly through the services therefore not staying long enough to formulate any strong opinions. The Association recognises the need to improve continually. As part of that process the Chief Executive now meets with

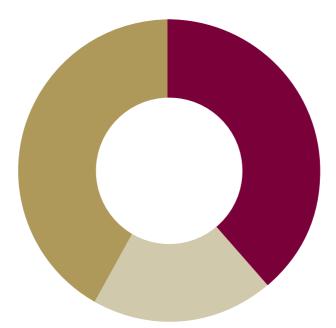
the tenants every 6 months for open discussion to address their desire to be more informed and involved in the decision making process.

91.67% of tenants were satisfied with the quality of their home. 100% of the Association's general use properties meet the Scottish Housing Quality Standard and National Home Energy Rating/Standard Assessment Procedure. 98% meet or, in most instances, exceed the Energy Efficiency Standards for Social Housing, which is required to be met by 2020.

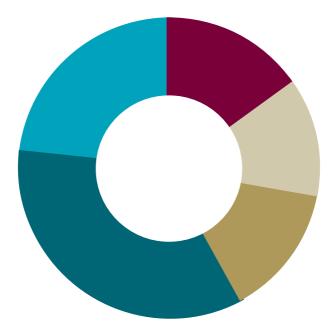
*(Based on 72 questionnaires from residents/tenants for the Annual Return on the Social Housing Charter 2017/18)

SVR Financial Information

Scottish Veterans Residences



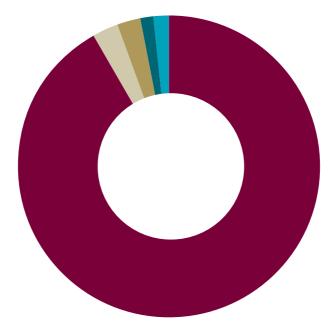
SOURCES OF INCOME	<i>£</i> ,000
General Donations	119
Specific Donations (to help fund redevelopment programme)	60
Investment income	128
TOTAL	307



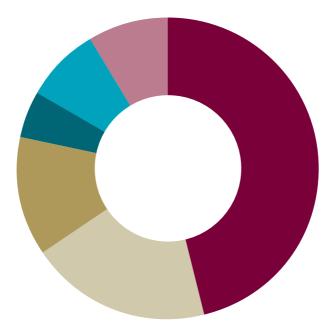
RESOURCES EXPENDED	£,000
Grant to Housing Association (development programme)	29
Grant to Housing Association (other purposes)	25
Grants toward hardship rents and other grabts	27
Costs of generating funds/marketing/advertising	67
Administration	45
TOTAL	193

SVHA Financial Information

Scottish Veterans Housing Association



SOURCES OF INCOME	∠ ,000
Board and lodgings	3,360
Supporting People Income	106
Grants released from deferred income	86
Other revenue grants	55
Other income	55
TOTAL	3,849



RESOURCES EXPENDED	<i>≰</i> ,000
Homes – Remuneration	1,693
Homes – Services	709
Corporate Services	469
Reactive Maintenance	183
Cyclical Repairs & Maintenance	302
Depreciation	307
TOTAL	3,494

Balance Sheets

Scottish Veterans Residences Financial Information

BALANCE SHEET AS AT 31 DECEMBER 2018

	2018 <i>≰</i> ,000	2017 <i>≰</i> ,000
Fixed Asset Investments	4,421	4,774
Current Assets	63	57
Current Liabilities	(50)	(60)
Net Current Assets	13	(3)
Total Net Assets	4,434	4,771
Total Reserves	4,434	4,771

Scottish Veterans Housing Association Financial Information BALANCE SHEET AS AT 31 DECEMBER 2018

	2018 <i>≰</i> ,000	2017 <i>≰</i> ,000
Investments	2,234	1,898
Housing properties - cost	17,296	17,296
Less depreciation	(3,514)	(3,224)
	13,782	14,072
Other fixed assets – Net Book Value	18	22
Total Tangible Fixed Assets	13,800	14,094
Current Assets	1,022	1,384
Current Liabilities	(385)	(417)
Net Current Assets	637	967
Creditors > 1 year	(4,880)	(4,966)
	11,791	11,993
Accumulated Reserves	11,791	11,993
Total Capital and Reserves	11,791	11,993

Governance

Patron-In-Chief

> His Royal Highness The Duke of Gloucester KG, GCVO, GCStJ

Patrons

- Rear Admiral John Stuart Weale OBE, Flag Officer Scotland and Northern Ireland, Assistant Chief of Naval Staff Submarines and Rear Admiral Submarines.
- > Brigadier Robin Lindsay, Commander 51 Infantry Brigade and HQ Scotland
- > Air Vice Marshal R Paterson CB, OBE Air Officer Scotland

Scottish Veterans Residences

- George Lowder MBE (Chairman)
- Jonathan Tweedie FSI (Vice Chairman)
- Tony Jones QC
- Richard Edlmann
- Troy Johnson

Scottish Veterans Housing Association Committee of Management

- Reverend Neil Gardner MA BD
- Lieutenant Commander K Conway RD RNR (nominated by Flag Officer Scotland and Northern Ireland, Assistant Chief of Naval Staff Submarines and Rear Admiral Submarines.)
- Major R Laing (nominated by Commander 51 Infantry Brigade and HQ Scotland)
- Squadron Leader D Morrison RAF (Nominated by Air Officer Scotland)
- Emily Pelham Burn (Retired 2018)
- Pippa Shields
- Sue Bomphray
- Clive Masson

Website: www.svronline.org Email: info@svronline.org

The Chief Executive

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Rosendael

3 Victoria Road, Broughty Ferry, Dundee DD5 1BE Tel: 0138 247 7078 Fax: 0138 273 1681

Whitefoord House

53 Canongate, Edinburgh EH8 8BS Tel: 0131 556 6827 Fax: 0131 556 8457

Bellrock Close

Cranhill Glasgow G33 3HU Tel: 0141 766 2580



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